



Clarify the Problem

Families are the primary support of individuals in the community. Service enrollment is often crisis driven. The Developmental Disabilities Administration needs to adopt a proactive approach to prevent crisis situations. Families should be supported so that individuals can remain in their family’s homes.

Breakdown the Problem

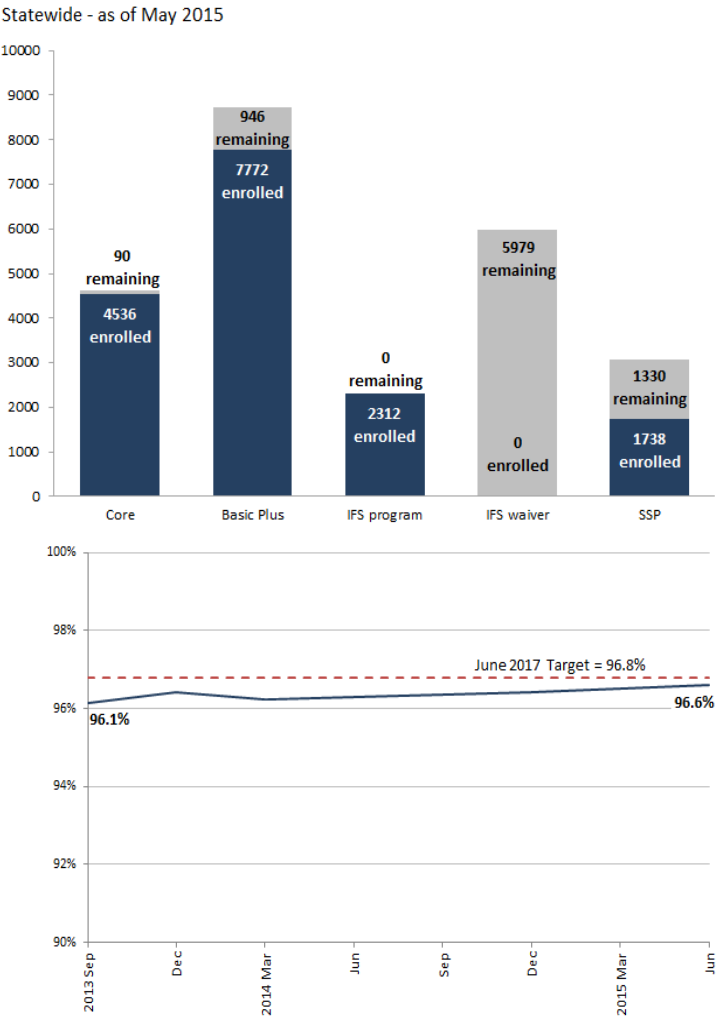
This measure reflects the response to consumer preferences for home and community-based care. It is also an indicator of efficiency, since community care is the least expensive. Currently there are approximately 11,000 individuals on DDA caseload over the age of 3 who do not receive paid services and live at home with their parent or family who may go into crisis. As of April 2015 there were:

- 2,977 individuals on Individual and Family Services (IFS) waitlist
- 494 individuals on Basic Plus request database
- 133 individuals on Core request database

Capacity of the Basic Plus Waivers and IFS is limited by funding appropriated by the legislature.

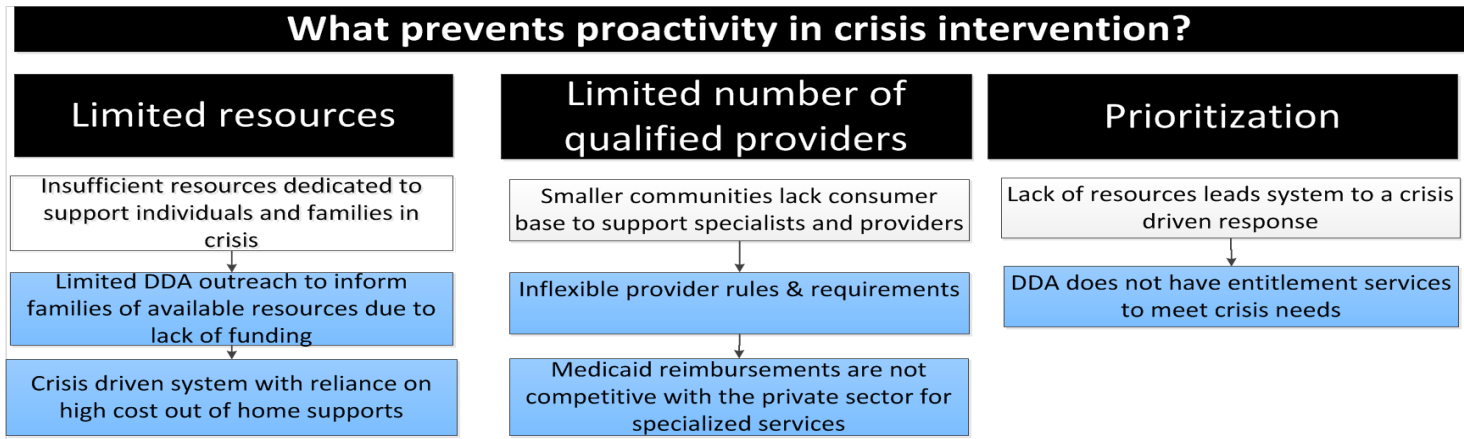
Target Condition

- Increase the percentage of DDA clients with developmental disabilities served in home and community-based settings from 96.4 percent as of January 2015 to 96.8 percent by July, 2017.
- Increase enrollment of the Basic Plus waiver from 7,735 individuals in January 2015 to 8,735 individuals by June 30, 2017.
- Increase enrollment of the Core waiver from 4,494 individuals in January 2015 to 4,626 by June 30, 2017.
- Increase enrollment of the IFS waiver from 0 individuals in January 2015 to 6,500 by June 30, 2017.
- Decrease enrollment in the Individual and Family Services (IFS) program from 2,081 in January 2015 to 100 by June 30 2017.



*This A3 reflects the three success measures in Strategic Objective 3.1 and 2.1

Identify Root Cause



Proposed Countermeasures

	Root Cause	Proposed Countermeasures	Difficulty	Impact
1	Limited DDA outreach to inform families of available resources due to lack of funding	Partner with stakeholders to educate families and self-advocates.	Med	Med
2	Crisis driven system with reliance on high cost, out of home supports	Expand IFS program and Basic Plus enrollments.	High	High
3	DDA does not have entitlement services to meet crisis needs			
4	Inflexible provider rules & requirements	Add additional training category for providers who work fewer than 300 hours per year.	High	High
5	Medicaid reimbursements rates are not competitive with private sector for specialized services	Work with Health Care Authority (HCA) to develop larger provider network	Med	High
		Help families understand how to use the Home Care Referral Registry		

Proposed Action

ID#	Strategy/ Approach	Task(s) to support strategy	Lead	Due	Expected Outcome
1	Partner with stakeholders	Work with Developmental Disabilities Council and other stakeholders to expand outreach.	Janet Adams	6/30/17	Increase sharing of information.
2	Expand IFS program and Basic Plus enrollments	CRMs enroll clients on the IFS waiver	Sheila Collins	6/30/17	Add 4,000 individuals to IFS and 1,000 Basic Plus
		Waiver requests reviewed and monitored	Bob Beckman		Individuals with unmet needs receive services
2	Transition 34 individuals from institutions to community	Family Mentor provides one-on-one consultation and supports to 18 families.	Tom Farrow	6/30/17	Two individuals will sign up with RCL each quarter
3	Add additional training for providers	Educate families on the new training options for respite providers	Linda Gil	6/1/2014 completed	Increase the flexibility of provider rules and requirements
4	Work with HCA to develop larger provider network	Provider development	Bob Beckman	6/30/17	Develop larger provider network

Evaluate Results, Standardize, then Repeat



Background

Group Topic / Strategic Plan Goal / Main idea: Community - Provide community-based services for individuals
Sub Topic / Strategic Objective: Increase access to home community-based services.
Measure # / Strategic Objective # : 3.1 and 2.1
Measure / Strategic Objective Title :

- Increase the percentage of DDA clients with developmental disabilities served in home and community-based settings from 96.4 percent as of January 2015 to 96.8 percent by July, 2017.
- Increase enrollment of the Basic Plus waiver from 7,735 individuals in January 2015 to 8,735 individuals by June 30, 2017.
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Type of Status Report

Strategic Plan/Results Washington

Proposed Action

ID#	Problem to be solved	Strategy/Approach	Task(s) to support strategy	Lead	Status	Due	Expected Outcome	Partners
1	DDA outreach to inform families of resources is limited due to lack of funding	Partner with stakeholders	Continue to meet quarterly with stakeholders to improve the quality of Home and Community Based Services.	Janet Adams	Monthly meeting	8/30/15	Increase sharing of information.	Home and Community Services Staff
2	DDA does not have entitled services to meet needs	Expand IFS program and Basic Plus enrollments	Review and manage individuals movement onto IFS Waiver	Sheila Collins	In progress	8/30/15	500 individuals added to IFS	Waiver Specialists, Case Resource Managers
			Review waiver requests and make decisions. Send out waiver capacity	Bob Beckman	In progress	8/30/15	Individuals with unmet needs receive services	DDA Regional management
2	Crisis driven system with reliance on high cost, out of home supports	Transition at least 34 individuals from institutions to the community.	Family Mentor provides one-on-one consultation and supports to 18 families	Tom Farrow	In progress	8/30/15	Two individuals will sign up with RCL each quarter.	Family Mentor
3	DDA does not have entitlement services to meet crisis needs	Add additional training category for providers who work fewer than 300 hours per year.	Educate families on the new training options for respite providers	Linda Gil	In progress	8/30/15	More people would be able to access respite.	DDA individuals and families
4	Medicaid reimbursements rates are not competitive with private sector	Work with Health Care Authority to develop larger provider network	Create list of potential providers, assign Resource Managers and strategize on how to recruit additional providers where there is need	Bob Beckman	In progress	8/30/15	Expand provider network	DDA Regional Resource Managers

Background

Group Topic / Strategic Plan Goal / Main idea: Community - Provide community-based services for individuals

Sub Topic / Strategic Objective: Increase access to home community-based services.

Measure # / Strategic Objective # : 3.1

Measure / Strategic Objective Title :

- Increase the percentage of DDA clients with developmental disabilities served in home and community-based settings from 96.4 percent as of January 2015 to 96.8 percent by July, 2017.
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Type of Status Report

Quarterly Status Report

Last modified 2/26/2016

Proposed Action

ID#	Problem to be solved	Strategy/Approach	Task(s) to support strategy	Intention for strategy	Lead	Status	Due	Expected Outcome	Partners
1	DDA outreach to inform families of resources is limited due to lack of funding	Partner with stakeholders	Continue to meet quarterly with stakeholders to improve the quality of Home and Community Based Services.		Janet Adams	Monthly meeting	7/31/2016	Increase sharing of information.	Home and Community Services Staff
2	DDA does not have entitled services to meet needs	Expand IFS program and Basic Plus enrollments	A. Review and manage individuals movement onto IFS Waiver		Lonnie Keesee	In progress	3/3/2016	Goal of 2193 individuals on IFS by end of 1 st Quarter	Waiver Specialists, Case Resource Managers
			B. Review IFS waiver requests and make decisions. Send out waiver capacity.		Ann Whitehall	In Progress	7/31/2016	Individuals with unmet needs receive services	DDA Regional management
			C. Review Basic Plus requests and make decisions. Send out waiver capacity.		Ann Whitehall	In Progress	3/31/2016	Individuals with unmet needs receive services	Waiver Specialists, Case Resource Managers
2	Crisis driven system with reliance on high cost, out of home supports	Transition individuals from institutions to the community.	Family Mentor provides one-on-one consultation and supports to at least 18 individuals and families		Tom Farrow	In progress	3/31/2016	10 individuals will sign up with RCL each quarter.	Family Mentor
3	DDA does not have entitlement services to meet crisis needs	Add additional training category for providers who work fewer than 300 hours per year.	Educate families on the new training options for respite providers		Linda Gil	Stopped Due to Legislative action	8/30/15	More people would be able to access respite. DDC provided communications. DDA published MB	DDA individuals and families
4	Lack of providers contracted with DDA	Work with resource developer to create larger provider network	Create list of potential professional service providers, assign Resource Managers and strategize on how to recruit additional providers where there is need		Ann Whitehall	In progress	3/31/2016	Hold first meeting to develop strategy on expanding provider network	DDA Regional Resource Managers

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